



# Vacancy Announcement

## VACANCY ANNOUNCEMENT NUMBER: 63

The U.S. Embassy in Cairo is seeking an individual for the position of “**Telephone Operator**” in the Information Resources Management

**OPEN TO:** All Interested Candidates.

**POSITION:** **Telephone Operator**- LES-4<sup>(1)</sup>; FP-AA

**OPENING DATE:** June 22, 2014

**CLOSING DATE:** July 06, 2014

**WORK HOURS:** Full-time; 40 hours/week.

**SALARY:** (1) Mission Policy is to hire LES employees at step 1 of the grade. The current annual salary for an LES-4, step 1 is L.E.35, 655.

(2) Actual FP grade and salary will be determined by the US Department of State.

ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION

### BASIC FUNCTION OF POSITION

The incumbent operates one of several positions at an electronic console type telephone switchboard to place and receive a full range of calls. Employee should be able to work independently during evening shifts, night shifts and weekends. Uses personal computer equipment and word processing software's for word processing of office documentation.

### QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- 1- Completion of secondary school is required.
- 2- One year experience as a telephone operator and some exposure to the technical aspects of telephony to include trunking and key systems is required.
- 3- Level III (good working knowledge) in English and fluency in Arabic is required.

## SELECTION PROCESS

### "Mission policy prohibits pre-selection of applicants."

Best qualified displaced/RIFed employees will receive priority *consideration* if no US Citizens, family members or veterans apply.

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

## ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFM's who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

## TO APPLY

Interested applicants for this position **must** submit the following to be considered:

1. Universal Application for Employment (UAE) DS-174 available on <http://egypt.usembassy.gov/hr.html>
2. Candidates must provide in the application (DS-174) names of family members working in the mission.
3. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application or the preference will not be applied
4. Optional: Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

Candidates sending applications electronically will receive an automatic reply confirming that the application has been received.

**SUBMIT APPLICATION TO**

Human Resources Office

Attention: Lamiaa Hafez or Cindy El Deib

U.S. Embassy, Cairo - 8, Kamal El Din Salah Street, Garden City

Email: **cairojobs@state.gov**

**CLOSING DATE FOR THIS POSITION: July 06, 2014**

The US Mission in Cairo provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.